

## Terms and Conditions

### Primrose Holiday Cottage, Bydales Lane, Winestead, HU12 0NW

*Through the payment of the deposit or total balance it is understood the terms and conditions below have been agreed by you. Thank you.*

These terms and conditions detail the agreement of temporary property rental between the “Client/Renter/You” and “Samantha and Matthew McCoid/ Owner/We” and is governed by UK English Law.

The booking Agreement includes all terms and conditions specific to the Property as detailed on the property web page.

#### **1. Booking/Rental**

Unless otherwise agreed, the rental period is from **4.00pm** on the day of arrival until **10.00am** on the day of departure.

Unless otherwise agreed, rental of Primrose Cottage includes water, electricity, linen and towels and one initial basket of logs for the wood burning stove. Please use logs supplied through us only as many logs are not dried properly and will cause damage to the flue pipe.

The persons residing and using the facilities in the rental properties, during the rental period, must not alter from that stated on the booking form, nor shall it exceed the maximum number stated in the website advertisement (or agreed on booking). The number of guests allowed is 2. However, a child under 2 may also be included as a 3<sup>rd</sup> person if sleeping in a cot.

Parties with other friends or family are not allowed at Primrose Cottage.

The Client and party acquire no rights whatsoever over the property excepting occupation as a holiday let for the period booked. The Client shall not sub-let the property.

The Client should report any breakages and/or defects in the property or its contents to the owner without delay.

One well behaved dog is allowed in the cottage. 2 small dogs may be agreed prior to making the booking. Dogs must be kept on a lead in the yard area. This is to keep our free-range chickens and horses safe. Dogs must not be allowed to chase the dogs or horses. Dogs must not be left unattended in the cottage and are not allowed on the bed or sofa. Please ensure that pets behave in such a manner as not to disrupt the enjoyment of other people staying in the vicinity or prejudice the reputation of the owner of the property. Please pick up all dog poo and put the bag in the green bin.

Sections II & III apply to direct website bookings, not TripAdvisor, Homeaway, Booking.com, AirBNB or other 3<sup>rd</sup> party bookings – the payment and cancellation terms for the online travel agents are within their websites. *Please note we recommend direct bookings as they offer best value for money and enable better communication between us and our guests.*

## **II. Payment**

All payments should be made in Sterling unless otherwise agreed. A deposit of 25% of rental is due on booking to block out your dates. Payments are required by bank transfer or cheque. If paying by bank transfer, please use your surname as reference, so we can identify your payment.

The final balance is due 6 weeks prior to arrival. Payment reminders will be issued by e-mail 7 weeks prior to arrival. For bookings made less than 6 weeks before arrival date, payment is due in full with deposit payment at time of booking. Late payments will incur an administrative cost of £25 or the cancellation of booking and loss of deposit payment.

## **III. Cancellations and curtailments**

Only written notification of cancellation can be accepted (email is sufficient).

**a) Cancellation more than 6 weeks prior to arrival: 100% of deposit is refunded.**

**b) Cancellation within 2 to 6 weeks of arrival: 75% of full payment is refunded.**

**c) Cancellations within 2 weeks of arrival: 0% of full payment is refunded.**

It is essential Clients effect full holiday insurance cover to ensure losses on flights and accommodation are fully covered. We reserve the right to modify or withdraw any bookings due to circumstances beyond our control and cannot be liable for any loss, expense, inconvenience or claim arising thereof.

Should the property become unavailable due to unforeseen circumstances, a full refund will be made – this will be the full extent of the owners' liability to you.

## **IV. Damages**

The Client is liable for the full cost of any repairs or replacements required due to accidental or negligent breakage, loss, damage or otherwise abuse of the property.

The Client shall leave the accommodation in the same state of cleanliness and general order in which it was found and are responsible for removing their own rubbish from the property at the time of departure.

The Client is responsible for the keys of the property during the rental period and for their safe return.

## **V. Insurance**

The Client is strongly recommended to arrange a full comprehensive travel insurance policy, which includes cancellation cover and full cover for the party's personal belongings, public liability, etc., since these losses are not our responsibility. The cottage must be kept locked

at night and whenever unattended. All windows must be closed and secured when leaving the property as in case of theft the insurance will be invalid.

## **VI. Accidents**

We accept no liability or responsibility whatsoever for any accident in this property, its grounds or garden. Dogs must not be allowed to chase the chickens and horses.

## **VII. Hot Tub**

### **Safety**

You will find a hot tub safety document in the Guest Information Folder situated in the cottage. The hot tubs is emptied, cleaned and refilled after each stay, therefore the hot tub may not be up to temperature until early evening. Please ensure the hot tub cover is secured with the straps when not in use. If you are unsure of how to attach the straps, please ask the owner, as you are liable for any damages to the cover.

To ensure the safe and enjoyable use of the hot tub we request that you read through and adhere to the rules of this safety document.

- We do not advise use of the hot tub during pregnancy, please contact your doctor for advice before entering the water.
- People with skin, ear, genital or other body infections, open sores, or wounds should not use the hot tub because of the possibility of spreading infection or irritating your condition.
- Persons with heart disease, diabetes, low or high blood pressure, or any serious illness should not enter the hot tub without prior consultation with their doctor.
- Never use the hot tub while using or after using narcotics or other drugs that may cause sleepiness, drowsiness or raise/lower blood pressure.
- The heat of the hot tub water speeds up the effects of alcohol and can cause sleepiness, dizziness and unconsciousness.
- Avoid using the hot tub immediately after a heavy meal.
- At 39-40°C limit your time in the hot tub to a maximum of 20 minutes.
- Do not immerse your head in the hot tub water.
- Take care when entering and leaving the hot tub. When leaving the hot tub leg muscles may be relaxed enough to make you unsteady.
- Never use glass near/in the hot tub. Plastic flutes are provided in the cottage.
- Do not use any electrical appliances near/in the hot tub.

- If any fault or damage occurs with the hot tub please contact the owner at the earliest convenient moment.
- Parents are advised that the hot tubs are not suitable for children under the age of four and to warn their children not to allow water in to their mouths as this can cause infection and illness.
- Shower with soap and water before and after using the hot tub. Showering before use washes away many of the common skin bacteria and removes lotions, deodorants, creams etc which reduce the effectiveness of the spa sanitizer which disinfects the water.
- Never allow children to use the spa or hot tub unsupervised and when not in use, make sure the cover is on and secured.
- Do not sit or walk on the hot tub cover.
- Avoid entering the hot tub water immediately after exercising as the water temperature can affect the heart rate.
- Take care on the decking/hot tub steps as water from the tub can cause it to be slippery.
- If any allergic reaction occurs leave the hot tub and rinse off in the shower. If the reaction persists, go to a local doctor or A&E.
- Do not turn hot tub isolation switch off as the hot tub's power needs to be turned on to carry out the cleaning cycles.

**Please note** – To comply with HSE regulations the hot tub water is checked every day. This will be carried out between 7am and 8am.

### **VIII. General**

We shall not be held responsible for;

- I. Any temporary defect or stoppage in the supply of public services to the property.
- II. Any loss, damage, or injury, which is a result of adverse weather conditions, riot, war, strikes, or other matter beyond our control.
- III. Any loss, damage or inconvenience caused to or suffered by the Client if the property is destroyed or substantially damaged before the start of, or during the rental period.
- IV. Any disruption, disturbance, inconvenience, or diminution of enjoyment of the Client's holiday arising out of building/construction work in the location of the property.

V. No smoking or vaping is allowed inside any parts of the property. A deep cleaning fee to cover costs of furniture cleaning will be charged if smoking or vaping takes place in the property.

VI. The Client is expected to act in a manner that would not cause unacceptable disturbance to residents in neighbouring properties.

If the Client fails to notify us of any problems or dissatisfaction prior to departure from the property, it may affect the ability to investigate complaints and impact the way any complaint is dealt with.

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Thank you

Samantha and Matthew McCoid

Primrose Holiday Cottage